

Remington Arms Co., Inc.
Product Service
Legal Case #:4955

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212019	12/1/2010	11/3/2010	12/29/2010	10/2/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Justin	Flittie	22301 51st Ave. W.	Mount Lake Terrace	WA	98043		C 206-498-6417 E bluemaxx08@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4039 No Fault Found		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

11/3/10: Customer called in. He was at the range on 10/2/10 & had a FSR. He saw CNBC show. Doesn't want this rifle back. Stated it has plastic parts. Wants a M/700 as replacement. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/300 WIN MA	85658	71482011		10/30/2008 9:47:12 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 2594		Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/770/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace w/ramac 27273						

Repair/Replacement Cost	Repair/Replacement Date
\$236.57	12/29/2010

11/3/10: Sending ARS, ltr, form. df 12/1/10: Gun works as designed could not duplicate concern or find any probable cause. fls 12/7/10: Called cust. & left voice mail. I am willing to exchange for M/700 SPS, 300 Win Mag (ramac 27387). Must ship to dealer & need FFL. df 12/28/10: Cust. called me back. He will think about the exchange I offered & call me back. Gave him fax # so he could send FFL. df 12/29/10: Cust. faxed over dealer's FFL. He wants ramac 27273 instead. I will have the factory order it. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		supry
	Exam Date		12/1/2010

Examination	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4039	No Fault Found	Could not get gun to do anything wrong
Barrel	Description		24 inch Model 770 300 Win Mag caliber
	Date Code		
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		Model 770 Safety
	Function	Like new; Functioning	
Sear	Lift	---Select---	not measured
	Notch	Like new; Functioning	
		Condition	Like new; Functioning
Pull	Trigger	---Select---	4.75 lbs
Altered		False	
Sub-Assembly		Other Remington	

In accordance with the provisions of Title I, Gun Control Act of 1968, and the regulations issued thereunder (27 CFR Part 478), you are licensed to engage in the business specified in this license, within the limitations of Chapter 44, Title 18, United States Code, and the regulations issued thereunder, until the expiration date shown. See "WARNINGS" and "NOTICES" on reverse.

Direct ATF Correspondence To	ATF - Chief, FFLC 244 Needy Road Martinsburg, WV 25405-9431	License Number	9-91-061-01-4A-11965
Chief, Federal Firearms Licensing Center (FFLC)	<i>[Signature]</i>	Expiration Date	January 1, 2014

Name
RICKS SUPPLY

Premises Address (Changes? Notify the FFLC at least 30 days before the move.)
22304 39TH AVE W
MOUNTLAKE TERRACE, WA 98043-0000

Type of License
01-DEALER IN FIREARMS OTHER THAN DESTRUCTIVE DEVICES

Purchasing Certification Statement
The licensee named above shall use a copy of this license to assist a transferor of firearms to verify the identity and the licensed status of the licensee as provided by 27 CFR Part 478. The signature on each copy must be an original signature. A faxed, scanned or e-mailed copy of the license with a signature intended to be an original signature is acceptable. The signature must be that of the Federal Firearms Licensee (FFL) or a responsible person of the FFL. I certify that this is a true copy of a license issued to the licensee named above to engage in the business specified above under "Type of License."

Mailing Address (Changes? Notify the FFLC of any changes.)

MAYER, RICHARD C
RICKS SUPPLY
22304 39TH AVE W
MOUNTLAKE TERRACE, WA 98043-0000

Richard C. Mayer OWNER
Licensee/Responsible Person Signature Position/Title
RICHARD C. MAYER 12-28-2010
Printed Name Date

ATF Form 8 (5310.11)
Revised September 2008

[COPY]

DELL: CONSUMER RELATIONS

THIS IS THE FFL THAT YOU REQUESTED
IN REGARDS TO THE REPLACEMENT RIFLE
FOR JUSTIN D. FLITTIE. MODEL 700
SPS IN .300 WIN MAG. ANY QUESTIONS
PLEASE CALL ME @ (206) 498 6417

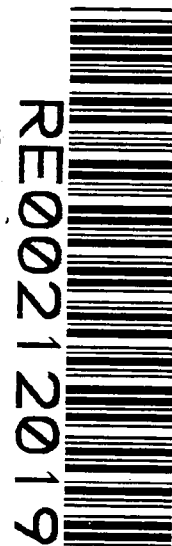
Ramir 27273

RECEIVED
DEC - 2 2010
BY: _____

TP - 4.75 lbs

Serial Number:

Model: 770
71482011



November 3, 2010

Justin Flittie
22301 51st Ave. W.
Mount Lake Terrace, WA 98043
Ph: 206-498-6417

Ref: # 4955

Dear Mr. Flittie,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely, ^{EXT} 8686
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Parked Repair - Contact customer to determine what 700 he would like and get approval for the price difference.

TREO 12/1/10

NOVEMBER 10, 2010

TO: DELL FULCHER

CONSUMER AFFAIRS ADMINISTRATOR

REMINGTON ARMS COMPANY, INC.

870 REMINGTON DRIVE

P.O. Box 700 • MADISON, NC 27025-0700

HELLO MY NAME IS JUSTIN FLITTIE
AND I HAD PURCHASED A MODEL 770
• 300 WIN MAG ON OCTOBER 13, 2009.
I TOOK IT IN AND HAD IT BORE
(REMINGTON GUN RANGE) IN
SIGHTED, AND THEN TO THE RANGE
WHICH I PROCEEDED TO PUT 17 ROUNDS
THROUGH IT AS I SIGHTED IT IN FOR THE
SEASON. I CLEANED IT AND IT WAS
NOT FIRED AGAIN THAT YEAR. I TOOK
IT OUT MID YEAR CLEANED IT AND RE-
OILED IT. THEN IN PREPARATION FOR THIS
HUNTING SEASON I WENT TO THE RAVENS-
DALE GUN CLUB (IN RAVENSPALE, WA.)
OCT 2, 2010
WITH MY SHOOTING PARTNER ALEX BROOKS
TO SIGHT THE RIFLE IN AGAIN USING
A SPOTTING SCOPE. I SHOT 3 MAGS WORTH

OF FEDERAL PREMIUM 180 GRAIN
NOSLER PARTITION AND ON THE
10 SHOT I SIGHTED THE TARGET
IN AT 200 YDS AND PULLED THE TRIGGER
BUT NOTHING HAPPENED, I REALIZED THAT
THE SAFETY WAS ON AND BROUGHT MY RIGHT
HAND OFF THE GUN, LEFT STILL HOLDING
THE HANDGUARD AND MY EYE UP OFF
OF THE SCOPE, WITH MY RIGHT THUMB
I SWITCHED THE LEVER FROM SAFETY
TO FIRE AND THE RIFLE DISCHARGED
WITHOUT CAUSE AS IT WAS STILL PLACED
ON THE SHOOTING TABLE AND MY
LEFT HAND HOLDING HANDGUARD, IT
STARTLED ME TO SAY THE LEAST.

I LOOKED AT MY PARTNER ALEX
TO CONFIRM HIS OBSERVATION AND
THE RANGE MASTER WAS ALSO PRESENT
TO THE LEFT OF ME.

HAD I NOT BEEN CAUTIOUS ENOUGH
IN THE PROCESS IT WOULD HAVE TURNED
OUT CATASTROPHIC. (SEVERE INJURY OR FATHALLY)

AFTER CAREFULL EXAMINATION
AND RESEARCH I FEEL THAT THERE
ARE SOME QUALITY ISSUES WITH THIS
PARTICULAR BOLT AND TRIGGER ASSEMBLY
WHICH MAY BE RESPONSIBLE FOR THE
ACCIDENTAL MIS-HAP.

I AM NOT TRYING TO IN ANY
WAY ASSUME THAT REMINGTON IS A BAD
PRODUCT BUT I HAVE TALKED TO QUITE
A FEW GUNSMITHS AND CONNOISSEURS
THAT HAVE ADVISED ME TO STAY IN THE
REMINGTON FAMILY, BUT UPGRADE TO A
700 MODEL AND PAY THE DIFFERENCE, I
APPRECIATE YOUR TIME AND COOPERATION
AND I LOOK FORWARD TO HEARING FROM
YOU.

SINCERELY YOURS

REMINGTON 770

300 WIN MAG

STAINLESS WITH SCOPE

BOLT ACTION CENTREFIRE

24" BARREL / REAL TREE

AR-10 CALIBRE STOCK

3 SHOT MAG BOX

SERIAL# 71482011

JUSTIN D. FLITTIE

Justin D. Flittie

(206) 498-6417

ANY QUESTIONS PLEASE CALL

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Model Number: MODEL 770 .300 WIN MAG		Serial Number: 71482011	
Name: JUSTIN DRAUFLITTIE		Date of Purchase: 10/13/2008	
Address (no PO Boxes): 22301 51 ST AVE W.			
City: MOUNTLAKE TERRACE		State: WA	Zip: 98043
Phone (Daytime): (206) 498-6417		Fax:	
E-mail Address: BLUEMAXX08@COMCAST.NET			
Please describe your problem: MECHANICAL FAILURE, SIGHTED IN TARGET THROUGH SCOPE, PULLED TRIGGER REALIZED SAFETY WAS ON PULLED RIGHT HAND AWAY FROM TRIGGER AND BYE HAWAY FROM SCOPE AND UPON SWITCHING FROM FROM SAFETY TO FIRE THE RIFLE DISCHARGED. WITH NO CAUSE, RANGE MASTER AND SHOOTING PARTNER PRESENT, 500 characters left DURING INCIDENT.			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
☐ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.			
:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.			
Print		Reset	



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	11/3/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 4955 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Justin Flittie 22301 51 st Ave. W. Mount Lake Terrace, WA 98043 Ph: 206-498-6417
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 NOV 3, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066031097
REF 1: JUSTIN FLITTIE/CD/DMF
REF 2: 4955/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHGS:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 11.79	PUB+HANDLING		11.79